



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Frontier Communications of Orion, Inc.**  
**for quarter ending March 31, 2011**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.00	0.90	1.00	0.97
B. Operator Answer Time - Information [730.510(a)(1)]	6.58	5.81	4.96	5.78
C. Repair Office Answer Time [730.510(b)(1)]	109.00 *	161.00 *	142.00 *	137.33 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	100.00 *	131.00 *	143.00 *	124.67 *
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.40	0.40	0.20	0.33
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	17.00%	0.00%	5.66%
I. Percent of Installation Trouble Reports [730.545(f)]	6.25%	8.33%	0.00%	4.86%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Orion



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